

M S D P



MANAGERIAL SELECTION DEMONSTRATION PROJECT

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION IN WHICH LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS AND WILL BE CONDUCTED UNDER THE SELECTION PROCESS OF THE STATE PERSONNEL BOARD'S DEMONSTRATION PROJECT AUTHORITY.

CLASSIFICATION: **DATA PROCESSING MANAGER III**
POSITION TITLE: **MANAGER, OFFICE OF INFORMATION SERVICES**
SALARY: **\$6884 - \$7589**
LOCATION: **DISTRICT 7 – LOS ANGELES**
FINAL FILING DATE: **MARCH 26, 2007**

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief of Network Operations (CEA III), the Data Processing Manager III manages and directs the Information Services Office. As Manager, Office of Information Services within the District, the incumbent provides expert consultation and advice to district management on Information Technology (IT) issues. This position provides direct managerial leadership and supervision to a large group of IT professionals. Responsibilities include, but are not limited to:

- Manages and directs the System/Infrastructure Support Unit through a subordinate manager. Provides support to the District's servers, Local Area Network (LAN) infrastructures, IT Procurement and Computer Assisted Design and Drafting (CADD) programs. In conjunction with Headquarters (HQ) IT, the unit is responsible for backup tasks related to enterprise disaster recovery. Major activities include:
 - Manages servers and CADD server data storage.
 - Upgrades CADD workstations with current standard software (e.g., CAiCE and Microstation).
 - Processes Workgroup Computing Justification Forms (Form 50).

- Monitors routers and switches, diagnoses and resolves connectivity problems for 80 field offices.
- Maintains network documentation and computer system inventory.
- Uses push technology tools (Zenworks) for remote updates of workstations.
- Manages Personal Digital Assistants (PDAs) and computer security via ePO and other software products.
- Takes immediate action to stop security violations throughout the District.
- Operates district data center.
- Manages Lotus Notes e-mail operations.
- Manages and directs the Helpdesk/Desktop Support Unit through a subordinate manager. Provides helpdesk and desktop support for the District's users of computers and computer services. Major activities include:
 - Logs and tracks helpdesk calls.
 - Assigns helpdesk tickets to support staff.
 - Diagnoses and solves computer and system problems.
 - Maintains database trouble calls.
 - Uses knowledge-based helpdesk software (HEAT) to aid in finding known solutions to user problems.
 - Elevates trouble calls to second and third levels, as appropriate.
- Manages and directs the Operations/Applications Unit through a subordinate manager. Provides IT operations services, applications development, desktop support services and Lotus Notes e-mail administration, telecommunications services for the District's users of computers and telecommunications, as well as administrative support services for the District office. Major activities include:
 - Performs application development and management activities (analysis, design and programming) to meet user workgroup applications requirements.
 - Performs data guidance and data management for batch processing at the Department of IT Services.
 - Operates printers for production print jobs and support Time Reporting System.
 - Provides Lotus Notes e-mail administration and local Staff Central (Peoplesoft HR system) liaison support.
 - Provides telecommunications support, including voice and data line installation coordination, pagers, cell phones and Blackberry support.
 - Provides administrative support services for the Information Services office, including budgeting, personnel, procurement and contracts management.
- Provides consultation and advice to district executive management and to other districts regarding IT issues; acts as a resource for HQ IT matters; and serves on task forces, as required.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications by the final file date in order to participate in this examination.

Either I

Two years of experience in the California state service performing electronic data processing duties in a class with a level of responsibility equivalent to Data Processing Manager I, at least one year of which shall have been in a management assignment.

Or II

Three years of experience directing all phases of the operation of a large electronic data processing installation. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility equivalent to Data Processing Manager II.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation; employee supervision, training, development and personnel management; current computer industry technology and practices; principles of data processing systems design, programming, operations, and controls; State level policies and procedures relating to EDP; the department's goals and policies; department's equal employment opportunity objectives; a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity objectives; and principles of the governmental functions and organizations at the State level, including the legislative process.

Ability to: Develop and evaluate alternatives, make decisions and take appropriate action; establish and maintain priorities; effectively develop and use resources; identify the need for and assure the establishment of appropriate administrative procedures; plan, coordinate and direct the activities of a data processing staff; make effective use of interdisciplinary teams; reason logically and creatively and use a variety of analytical techniques to resolve managerial problems; present ideas and information effectively, both orally and in writing; consult with and advise administrators and other interested parties on a variety of subject-matter areas, translating technical data processing terms into everyday language; gain and maintain the confidence and cooperation of others; and effectively contribute to the department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated knowledge, experience and ability to effectively direct, supervise and manage and develop IT professional staff – systems analysts, programmers, technical and production control specialists.
- Demonstrated experience in all aspects of application development life cycle and support, including requirements gathering, alternative solution analysis, system design, development, implementation, maintenance and operation.
- Demonstrated knowledge, experience and ability to effectively build, coordinate and manage multidisciplinary project teams.
- Demonstrated knowledge and ability to effectively direct, plan, organize and oversee the management of mission critical and highly complex IT projects from inception to completion.
- Demonstrated knowledge and ability to establish the resource requirements and spending plans for a large IT office.
- Demonstrated experience with developing and conducting formal presentation and briefings for key stakeholders, executive management, control agencies, legislative representative and government offices.
- Demonstrated experience in ensuring that departmental IT policies and procedures are implemented and followed.
- Demonstrated knowledge of state processes, laws, rules, policies.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant positions. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position. **The statement should be no more than two pages in length.**
- Resumes are optional and **do not** take the place of the Statement of Qualifications.

State application and Statement of Qualifications must be received or postmarked by the final file date of **March 26, 2007**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
ATTN: Bertie Martin
1120 N Street
Sacramento, CA 95814**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to Liz Ochoa, MSDP Analyst at (916) 227-7466/Calnet 8-498-7466.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, the Voice line at 1-800-735-2922 or the Exams TDD line at (916) 227-7857/Calnet 8-498-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858/Calnet 498-7858 or TTY (916) 227-7857/Calnet 498-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.